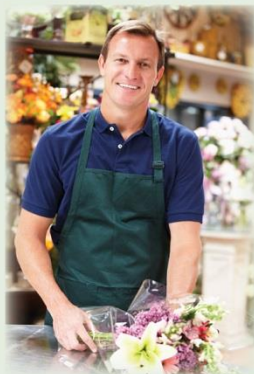


simple. confident. genuine. grounded.

# 406 Hospitality

A Tourism & Guest Service Training  
Program Customized for Montana



Collectively, we are shaping tourism that is rewarding for Montana when we all customize a memorable guest experience, encourage guests to stay longer and spend more money in our communities, and invite guests to return.

Together let's build on our success with refined techniques to:

**Engage** Your Guests

**Promote** Your Community, Region & State

**Mend** Guest Concerns

**Refresh** Yourself & Your Organization

Leave with concrete ideas and skills to:

- Connect with guests more quickly
- Make life easier for your guest
- Be curious about your guests' interests
- Describe area attractions with flair
- Identify guest concerns & respond quickly
- Resolve challenges with sincerity and optimism
- Maintain your own endurance to prevent service fatigue
- Suggest service innovations for your organization

If a job's worth doing, it's worth doing well.

## Contact Us Now to Schedule Engaging Hospitality Training in Your Community

### Central, Southwest & Yellowstone Countries

Becky Henne, Trainer, Elliston  
406.465.0147 or bhenne0524@aol.com

### Central & Glacier Countries

Lisa Jones, Trainer, Whitefish  
406.261.9020 or lisa@ljcomm.com

### Missouri River & Southeast Countries

Tami Burke, Trainer, Glasgow  
406.480.2819 or tburke604@gmail.com

Sponsor this 3-hour seminar in your community - \$350 for up to 30 people. For \$5 per student we will bring the seminar to your local high school for our next generation of service providers. A limited number of free seminars are also available – please inquire with your trainer.

[www.MONTANASUPERHOST.com](http://www.MONTANASUPERHOST.com)



Jodi Smith, Statewide Coordinator  
Leslie Beard, Program Assistant  
406.756.3374 or superhost@fvcc.edu

